

Summary

Program management professional with **7+ years of experience** in management, operations and analytics. My core competencies include **Program Management, Project execution, Stakeholder management, Vendor management, Escalation management and resolution, Root cause analysis, Budgeting, Reporting and Process improvements**. Well versed in **querying (SQL/Redshift), scripting (shell and basic python)** and using **Excel for data analysis and visualization**.

Work Experience

Program Manager – Worldwide Advertising Services, Amazon | Bangalore

May'20 – Present

Responsible for **leading customer/shopper experience improvement** vertical for Amazon Advertising's moderation and relevance org

Achievements

- **Promoted twice** in 4 years; consistently rated as '**Highly Valued (top 25%) / Top Tier (Top 10%)**' in all appraisal cycles; **Job role reclassification** to Program Manager in Q2, 2018 **within 6 months of promotion**, lesser than the team average of 15 months
- **Owned launch of moderation** for **new Ad products/geographies – FireTV, Sponsored Products, Brand CRM** across **7 countries**

Program Management

- **Led program** aimed at driving **reduction** in customer/shopper facing defects by setting up CAPA SOPs across 5 different input channels to **decrease shopper escalations** (with VP/Director level visibility) by **35%**
- **Program managed migration** of **6 internal tools** to **NAWS** architecture by partnering with **Support Engineering** team and WW Ops teams in **Delhi, Bangalore, Japan, Cairo and Prague**, **reducing maintenance cost** by **~25 hours per month**

Process Improvements & Innovations

- **Deployed web crawler** to **improve quality and reduce effort** – **AHT** of process **reduced by 50%** (from 30 seconds to 15 seconds per task) – in proactively identifying shopper perceived defects – increase in defect yield by **530 bps** (from 4.07% to 9.37%), **increased volume** under purview of **audit** by **602%**.

Program Manager – Selection Expansion, Amazon | Bangalore

May'18 – Apr'20

Responsible for **leading execution and delivery of high impact programs/projects** aimed at **increasing and enriching Amazon's catalogue** and making Amazon the **most affordably priced e-Retailer** worldwide

Stakeholder Management & Strategy

- Led program aimed at helping Amazon to be the most competitively priced retailer across all geographies which added **~10MM mappings/pricing drivers (increase of 18% YoY)** resulting in **73.1MM shipped units**
- Partnered with Product and pricing operations/tech team to **scale** the program by **~39%**, with **no increase in FTEs**

Cross Functional Coordination

- Collaborated with **Engineering team** to enable launch of improved internal data audit tool with **improved error detection of ~150%** and increased **coverage** of data used for validation **from 50% to 100%**; helped **uncover critical bugs and design issues** during testing; configured tool to **automate 200+ checks** performed across 40+ datapoints
- Liaised with **external team** to **drive adoption** of data feed share via improved pipeline to **reduce data feed share SLA by 57%** (from 35 to 15 days) and eliminating their necessity to run 100+ queries every month
- **Automated repetitive and standardized manual tasks** using **Python** and **selenium** webdriver resulting in **2 FTE savings**

Technical Operations Lead, Amazon Development Center India (ADCI) | Chennai

Oct'17 – Apr'18

Responsible for **leading a team of site trainers** to execute programs aimed at **increasing and enriching Amazon's catalogue**

- **Operations Management: Led a 10-member team** of site trainers to execute operations aimed at **adding selection across 9 geographies** and **improving delivery experience across 100+ pincodes** for IN marketplace

Technical Operations Associate, Amazon Development Center India (ADCI) | Chennai

Nov'14 – Sep'17

Responsible for **sourcing gigabytes of raw data** on 70 million+ products from Amazon's top competitors.

Education

PCET, Anna University (Chennai)

2010-2014

- Bachelor's degree in Mechanical Engineering with a CGPA of 7.31 (80th Percentile)
- Activities and Societies: Part of 6-member team responsible for organizing department Tech fest; Industrial visit coordinator

Other Achievements

- Received **Pure Performer** award in Q3'16, given to 5 out of 200+ associates, for increasing selection extracted from top US and JP competitors by 800% and 100% respectively; Promoted as Technical Operations Lead in Q3, 2017 in 2 years 10 months